



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of: Lundy M. Lewis

Serial No.: 09/577,225

Filed: May 23, 2000

For: Method and Apparatus for Service Level
Management (SLM)

Attorney Docket No.: APB-017 (7159)

Group Art Unit: 3629

Examiner: T. Nguyen

MS Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

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GROUP 3600

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I hereby certify that this transmittal letter and the papers referred to as being enclosed therein are being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the MS Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Signature

David R. Burns

Please Print Name of Person Signing

AMENDMENT AND RESPONSE

Dear Sir:

In response to the Office Action mailed January 14, 2004, the response period of which is extended to June 14, 2004, by the accompanying Request for Extension of Time, please amend the above-titled application as set forth below, to place the application in condition for allowance.